Senior Services Department

Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting target
Red = actual value worse tmore than 10% away from meeting target

Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date
Yellow = cumulative Year-to-Date the same as Last Year-to-Date
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

Metric	Yearly Goal	Avg.	Target	Actual	Result	LYTD	YTD	Trend
1. Provide social work and advocacy services to seniors and their families to help them access resources								
Number of seniors receiving case management	Maintain or increase the number of seniors receiving case management/social work services	82	82	88	🟢	772	898	🟢
% of requestors who receive assistance	Maintain the % of people receiving assistance.	95	95	100	🟢		100	
% of aid received within 30 days of request	Maintain the % of seniors receiving the service requested within 30 days of initial contact.	95	95	100	🟢		100	
2. Provide quality transportation services for seniors to important locations								
Number of unique riders	Maintain or increase the number of riders accessing transportion services	239	239	247	🟢	2656	2492	🔴
Total rides provided	Maintain or increase the number of rides provided.	1551	1551	1650	🟢	17592	16803	🔴
3. Provide programs and services at the Newton Senior Center that improve participants' quality of life, health, and happiness.								
Number of programs offered	Maintain or increase the number of programs offered	49	49	51	🟢	527	577	🟢
Number unique program participants	Maintain or increase the number of program participants	478	478	504	🟢	4083	5440	🟢
Total program participants	Maintain or increase program participation	1499	1499	1223	🔴	10640	11829	🟢
% of program attendees completely satisfied by Tax Assistance Service	Maintain or increase the number of seniors receiving case management/social work services		90	94	🟢			

Notes

Case Management is provided by the department's social workers and includes: assessment of needs, education about the resources that support the needs, referral to those resources, assistance in the application/eligibility process for each individual resource, and advocacy when needed to assure the delivery of the resource by the particular agency. The data provided for number of unique program participants and total program participants is dependent on participant use of a program sign in software system. Not all participants sign in.

The Tax Assistance program is a collaboration between the IRS, AARP, and the Newton Department of Senior Services. It is administered by a team of volunteers (six people). This year they filed 250 Federal Tax returns and 240 State returns. This service is free and is offered each year from February- April 15th on an appointment basis.